

REPLACEMENT SHEET

2/11

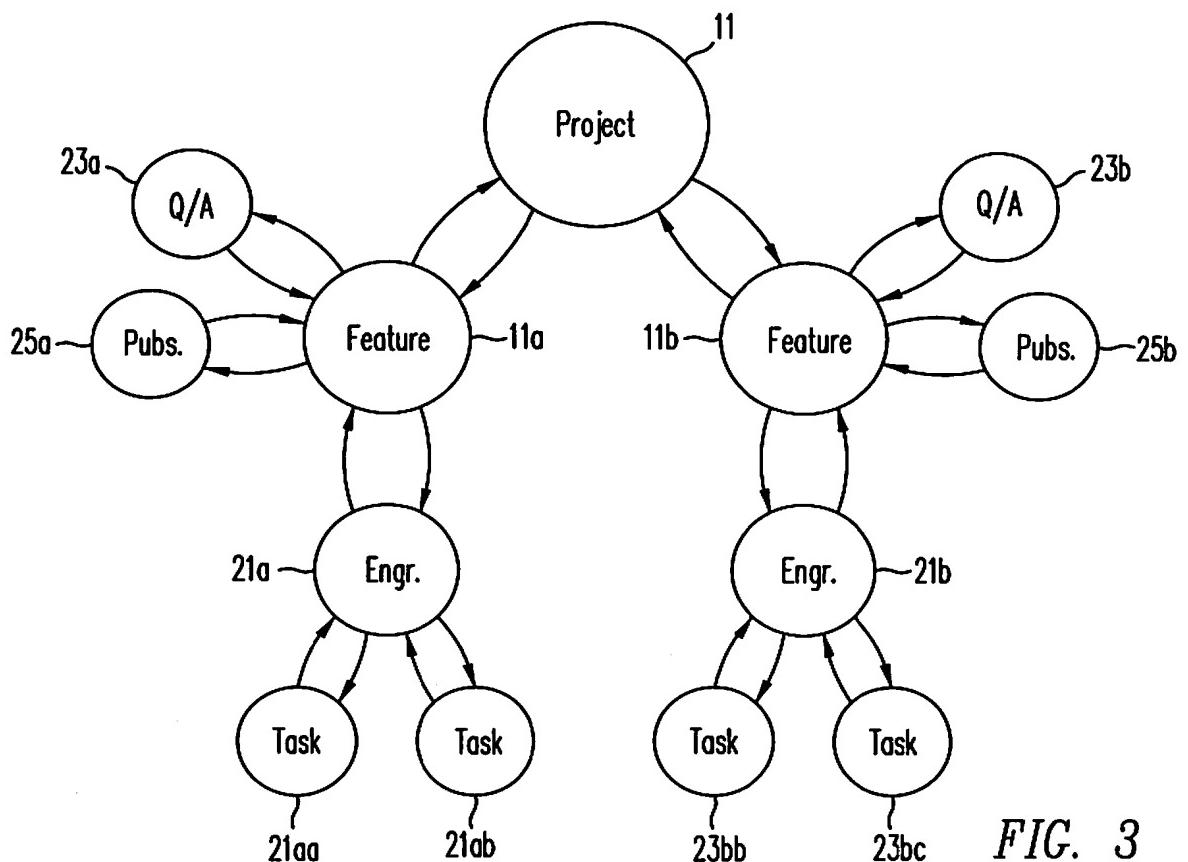


FIG. 3

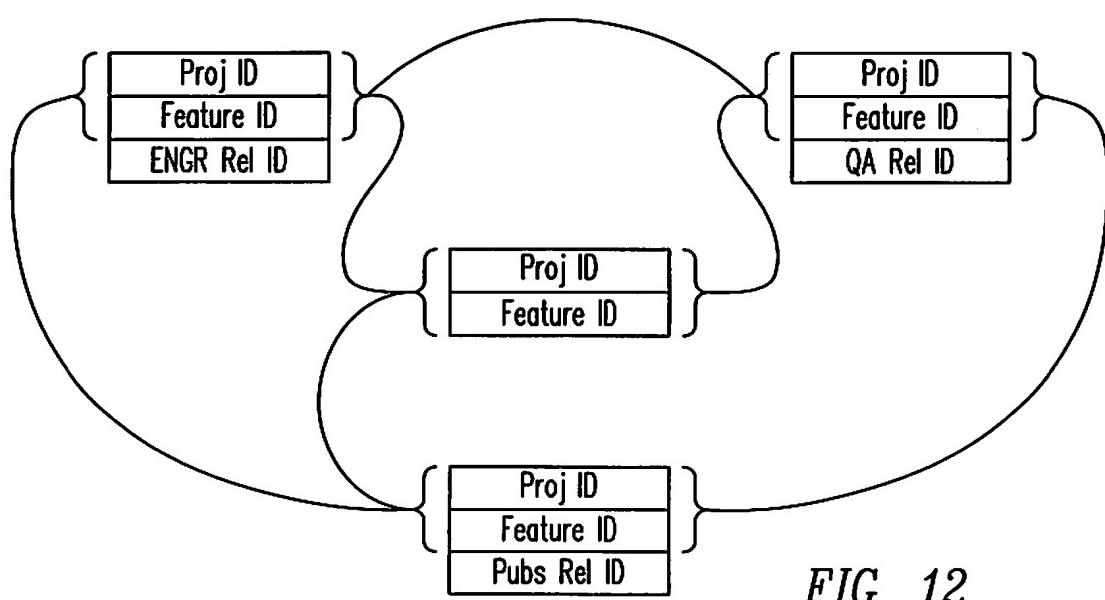


FIG. 12

REPLACEMENT SHEET

4/11

Siebel Sales Enterprise - Features	
File	Edit
<input type="checkbox"/> History	<input type="checkbox"/> Activities
<input type="checkbox"/> Calendar	<input type="checkbox"/> Quotes
<input type="checkbox"/> Forecasts	<input type="checkbox"/> Compensation
<input type="checkbox"/> Products	<input type="checkbox"/> Literature
<input type="checkbox"/> Time Sheets	<input type="checkbox"/> Expense Reports
<input type="checkbox"/> Training	<input type="checkbox"/> SmartScripts
<input type="checkbox"/> D&B	<input type="checkbox"/> Partners
<input type="checkbox"/> Features	<input type="checkbox"/> Queries
<input type="checkbox"/> Reports	<input type="checkbox"/> "S2K Release
<input type="checkbox"/> Help	<input type="checkbox"/> Siebel Portal

Features	Features
<input type="checkbox"/> Feature #	<input type="checkbox"/> Title
<input type="checkbox"/> Status	<input type="checkbox"/> Priority
<input type="checkbox"/> PM Group	<input type="checkbox"/> Area
<input type="checkbox"/> Assoc.	<input type="checkbox"/> Assoc.

Activities	Attachments	Sub Features	MRD	Engineer	Task	QA Test Plan	QA Test	Tech Doc
<input type="checkbox"/> Feature #								
<input type="checkbox"/> Title								
<input type="checkbox"/> Description								
<input type="checkbox"/> Status								
<input type="checkbox"/> Priority								
<input type="checkbox"/> PM Group								
<input type="checkbox"/> Area								
<input type="checkbox"/> Assoc.								

New	Delete	Copy	Cancel	51	59	Related Release Items
<input type="checkbox"/> Feature #	<input type="checkbox"/> Feature #	<input type="checkbox"/> Feature #	<input type="checkbox"/> Feature #	<input type="checkbox"/> Release	<input type="checkbox"/> Siebel 2000 Release	<input type="checkbox"/> 65
<input type="checkbox"/> Assoc. Parties	<input type="checkbox"/> THICKS	<input type="checkbox"/> Parent	<input type="checkbox"/> Siebel eService Engine	<input type="checkbox"/> MRD	<input type="checkbox"/> Call Me Now	<input type="checkbox"/> QA Test Plan
<input type="checkbox"/> PM Group	<input type="checkbox"/> PM-Internet Applications	<input type="checkbox"/> Source	<input type="checkbox"/> Market Input	<input type="checkbox"/> QA Test Plan	<input type="checkbox"/> CTI-Server (Genesys)	<input type="checkbox"/> Tech Doc
<input type="checkbox"/> Area	<input type="checkbox"/> CTI	<input type="checkbox"/> Account	<input type="checkbox"/> 67	<input type="checkbox"/> -	<input type="checkbox"/> -	<input type="checkbox"/> -
<input type="checkbox"/> Sub Area	<input type="checkbox"/> Revenue	<input type="checkbox"/> Priority	<input type="checkbox"/> 69	<input type="checkbox"/> Priority	<input type="checkbox"/> P1 - Critical	<input type="checkbox"/> Status
<input type="checkbox"/> Title	<input type="checkbox"/> Call me now	<input type="checkbox"/> Comment	<input type="checkbox"/> 71	<input type="checkbox"/> Comment	<input type="checkbox"/> Summary	<input type="checkbox"/> 73
<input type="checkbox"/> Description	<input type="checkbox"/> Provides ability for an online customer to request callback from a customer support representative.	<input type="checkbox"/> Summary	<input type="checkbox"/> -	<input type="checkbox"/> Summary	<input type="checkbox"/> Implementing	<input type="checkbox"/> -
<input type="checkbox"/> 55	<input type="checkbox"/> 55	<input type="checkbox"/> Comments	<input type="checkbox"/> 71	<input type="checkbox"/> 71	<input type="checkbox"/> Attachments	<input type="checkbox"/> 73

FIG. 5

REPLACEMENT SHEET

5/11

FIG. 6

REPLACEMENT SHEET

6/11

Siebel Sales Enterprise - Engineer Task		SIEBEL	
<input type="checkbox"/> File	<input type="checkbox"/> Edit	<input type="checkbox"/> View	<input type="checkbox"/> Screen
<input type="checkbox"/> Go	<input type="checkbox"/> Query	<input type="checkbox"/> Reports	<input type="checkbox"/> Help
<input type="checkbox"/> History	<input type="checkbox"/> Threats	<input type="checkbox"/> Threats	<input type="checkbox"/> Engineer Task
<input type="checkbox"/> Activities	<input type="checkbox"/> Calendar	<input type="checkbox"/> Quotes	<input type="checkbox"/> Forecasts
<input type="checkbox"/> Compensation	<input type="checkbox"/> Products	<input type="checkbox"/> Literature	<input type="checkbox"/> Time Sheets
<input type="checkbox"/> Expense Reports	<input type="checkbox"/> Training	<input type="checkbox"/> SmartScripts	<input type="checkbox"/> D&B
<input type="checkbox"/> Partners	<input type="checkbox"/> Features	<input type="checkbox"/> Features	<input type="checkbox"/> Features
<input type="checkbox"/> Features			
Feature	<input type="checkbox"/> Task #	<input type="checkbox"/> Title	<input type="checkbox"/> Status
MRD	1-1WZP	C11 enhancements to support Call I	In Progress
Engineer Task	1-1WB3	Expand object properties	In Progress
Engineer Tasks	> 1-1WB3	"Call Me Now" button	Unit Test
Activities	1-1WB8	Maximum discount column	Not Started
Attachments	1-1WB9	Add "Max Discount" control to Admin	Completed
Subtasks	1-1WRA	Set restrictions for quote control	In Progress
QA Test Plan	1-1WRC	Task 1	
QA Test	<input type="checkbox"/> New	<input type="checkbox"/> Delete	<input type="checkbox"/> Copy
Tech Doc	<input type="checkbox"/> Cancel	<input type="checkbox"/> 57	<input type="checkbox"/> 83
<input type="checkbox"/> Task Description			
Task Description	<input type="checkbox"/> Assoc. Parties	<input type="checkbox"/> JNU	<input type="checkbox"/> Task Status
Task #	<input type="checkbox"/> Eng Group	<input type="checkbox"/> ENGR-SSE	<input type="checkbox"/> Status
Release	<input type="checkbox"/> Rel. Feature	<input type="checkbox"/> Call me now	<input type="checkbox"/> Unit Test
Parent	<input type="checkbox"/> Effort	<input type="checkbox"/> Low	<input type="checkbox"/> 97
Priority	<input type="checkbox"/> Priority	<input type="checkbox"/> 87	<input type="checkbox"/> Comp %
Title	<input type="checkbox"/> Risk	<input type="checkbox"/> Low	<input type="checkbox"/> 95
Description	<input type="checkbox"/> Title	<input type="checkbox"/> "Call Me Now" button	<input type="checkbox"/> Target Date
	<input type="checkbox"/> Description	<input type="checkbox"/> Add "Call Me Now" button to eService Service Request Template	<input type="checkbox"/> 12/2/99
		<input type="checkbox"/> 79	<input type="checkbox"/> 103
<input type="checkbox"/> Comments			
Comments	<input type="checkbox"/> -	<input type="checkbox"/> Attachments	
<input type="checkbox"/> Company meeting at 7:00pm Data network outage currently affecting all dial-in users			
<input type="checkbox"/> Item 3 of 7 <input type="checkbox"/> 401k enrollment <input type="checkbox"/> 4 of 4			

FIG. 7

REPLACEMENT SHEET

7/11

FIG. 8

REPLACEMENT SHEET

8/11

Siebel Sales Enterprise - QA Test																																																											
File	Edit	View	Screen	Go	Query	Reports	Help	Threads																																																			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																																																		
History <input type="button"/> Threads <input checked="" type="button"/> QA Test																																																											
Activities Calendar Quotes Forecasts Compensation Products Literature Time Sheets Expense Reports Training SmartScripts D&B Partners Features <input type="checkbox"/>																																																											
<table border="1"> <thead> <tr> <th colspan="2">Features</th> <th colspan="2">QA Tests</th> <th colspan="4">Test Description</th> <th colspan="2">Test Environment</th> </tr> <tr> <th>Feature</th> <th>MRD</th> <th>Test #</th> <th>Test Drive</th> <th>Status</th> <th>Tester Manager</th> <th>Test Plan</th> <th>Build</th> <th>Database</th> <th>Server OS</th> </tr> </thead> <tbody> <tr> <td>Engineer Task</td> <td>> 1-1WY</td> <td>11/9/99</td> <td>Final</td> <td>SPASS...</td> <td>CII - Server (Genesis 5.1)</td> <td>Siebel 2000 v6.0 (2803)</td> <td>Oracle</td> <td>Windows NT 4.0</td> <td></td> </tr> <tr> <td>QA Test Plan</td> <td>> 1-1WZ</td> <td>11/17/99</td> <td>Stable</td> <td>TITAN...</td> <td>CII - Server (Genesis 5.1)</td> <td>Siebel 2000 v6.0 (2804)</td> <td>Oracle</td> <td>Windows NT 4.0</td> <td></td> </tr> <tr> <td>QA Test</td> <td>> 1-1WZ</td> <td>12/22/99</td> <td>Stable</td> <td>SPASS...</td> <td>CII - Server (Genesis 5.1)</td> <td>Siebel 2000 v6.0 (2804)</td> <td>Oracle</td> <td>Solaris UNIX</td> <td></td> </tr> </tbody> </table>										Features		QA Tests		Test Description				Test Environment		Feature	MRD	Test #	Test Drive	Status	Tester Manager	Test Plan	Build	Database	Server OS	Engineer Task	> 1-1WY	11/9/99	Final	SPASS...	CII - Server (Genesis 5.1)	Siebel 2000 v6.0 (2803)	Oracle	Windows NT 4.0		QA Test Plan	> 1-1WZ	11/17/99	Stable	TITAN...	CII - Server (Genesis 5.1)	Siebel 2000 v6.0 (2804)	Oracle	Windows NT 4.0		QA Test	> 1-1WZ	12/22/99	Stable	SPASS...	CII - Server (Genesis 5.1)	Siebel 2000 v6.0 (2804)	Oracle	Solaris UNIX	
Features		QA Tests		Test Description				Test Environment																																																			
Feature	MRD	Test #	Test Drive	Status	Tester Manager	Test Plan	Build	Database	Server OS																																																		
Engineer Task	> 1-1WY	11/9/99	Final	SPASS...	CII - Server (Genesis 5.1)	Siebel 2000 v6.0 (2803)	Oracle	Windows NT 4.0																																																			
QA Test Plan	> 1-1WZ	11/17/99	Stable	TITAN...	CII - Server (Genesis 5.1)	Siebel 2000 v6.0 (2804)	Oracle	Windows NT 4.0																																																			
QA Test	> 1-1WZ	12/22/99	Stable	SPASS...	CII - Server (Genesis 5.1)	Siebel 2000 v6.0 (2804)	Oracle	Solaris UNIX																																																			
<table border="1"> <thead> <tr> <th>New</th> <th>Delete</th> <th>Copy</th> <th>Cancel</th> <th>139</th> <th>143</th> <th>156</th> <th>135</th> <th>158</th> </tr> </thead> <tbody> <tr> <td colspan="4">Test Description</td> <td colspan="4">Tests Execution Status</td> <td colspan="2"></td> </tr> <tr> <td>Test #</td> <td>1-1WY</td> <td>Tester</td> <td>TITAN</td> <td>Type</td> <td>Quick</td> <td>Cover %</td> <td>90</td> <td>-</td> </tr> <tr> <td>Date</td> <td>11/17/99</td> <td>Release</td> <td>Siebel 2000 Release</td> <td>Status</td> <td>Stable</td> <td>Pass %</td> <td>90</td> <td>-</td> </tr> <tr> <td>Test Plan</td> <td>CII - Server (Genesis 5.1)</td> <td>Build</td> <td>Siebel 2000 v6.0 (2804)</td> <td>Comment</td> <td>Summary</td> <td>157</td> <td></td> <td>159</td> </tr> </tbody> </table>										New	Delete	Copy	Cancel	139	143	156	135	158	Test Description				Tests Execution Status						Test #	1-1WY	Tester	TITAN	Type	Quick	Cover %	90	-	Date	11/17/99	Release	Siebel 2000 Release	Status	Stable	Pass %	90	-	Test Plan	CII - Server (Genesis 5.1)	Build	Siebel 2000 v6.0 (2804)	Comment	Summary	157		159				
New	Delete	Copy	Cancel	139	143	156	135	158																																																			
Test Description				Tests Execution Status																																																							
Test #	1-1WY	Tester	TITAN	Type	Quick	Cover %	90	-																																																			
Date	11/17/99	Release	Siebel 2000 Release	Status	Stable	Pass %	90	-																																																			
Test Plan	CII - Server (Genesis 5.1)	Build	Siebel 2000 v6.0 (2804)	Comment	Summary	157		159																																																			
<table border="1"> <thead> <tr> <th>131</th> <th>141</th> <th>133</th> <th>145</th> <th>153</th> <th>155</th> <th>147</th> <th>149</th> <th>151</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>Test Details</td> <td>Test Environment</td> <td></td> <td></td> <td>Web Srv. OS</td> <td>Windows NT 4.0</td> <td>Client OS</td> <td>Windows NT</td> <td>Database</td> <td>Oracle</td> </tr> <tr> <td>Tech Doc</td> <td></td> <td></td> <td></td> <td>Server OS</td> <td>Windows NT 4.0</td> <td>Client Type</td> <td>Dedicated</td> <td></td> <td>Attachments</td> </tr> </tbody> </table>										131	141	133	145	153	155	147	149	151	Comments	Test Details	Test Environment			Web Srv. OS	Windows NT 4.0	Client OS	Windows NT	Database	Oracle	Tech Doc				Server OS	Windows NT 4.0	Client Type	Dedicated		Attachments																				
131	141	133	145	153	155	147	149	151	Comments																																																		
Test Details	Test Environment			Web Srv. OS	Windows NT 4.0	Client OS	Windows NT	Database	Oracle																																																		
Tech Doc				Server OS	Windows NT 4.0	Client Type	Dedicated		Attachments																																																		
Company meeting at 7:00pm Data network outage currently affecting all dial-in users 40k enrollment forms due today Web calls in Queue is Company <input type="checkbox"/> Company <input type="checkbox"/> 1 of 3																																																											

FIG. 9

REPLACEMENT SHEET

9/11

FIG. 10